

TRIBUTE TO CAITLIN STEIGER
FOR HER EXEMPLARY VOLUNTEER SERVICE

HON. HAROLD E. FORD, JR.

OF TENNESSEE

IN THE HOUSE OF REPRESENTATIVES

Wednesday, May 9, 2001

Mr. FORD. Mr. Speaker, I rise to pay tribute to and commend Caitlin Steiger for her exemplary service and commitment to her community. On May 7, 2001, Caitlin was named one of America's top ten teen volunteers in Prudential's Spirit of Community Awards Ceremony. She was recognized for her efforts to organize an annual 5K run, which benefits Hope House day care center in Memphis. Through her own initiative, Caitlin created this local service project to strengthen her community and provide much needed services to children suffering with AIDS.

Caitlin has successfully organized this event for the past two years and, during that time, raised over \$50,000 for this day care center that services children with AIDS or who have relatives with AIDS. She was selected to the top ten from over one hundred teenagers who were honored for their community achievements.

It is inspiring to see a young Tennessean give something of quality back to the Memphis community and to the entire state. While there is no doubt that Caitlin found this work rewarding, I am sure that those who have benefitted from her efforts are very grateful for her special contribution. I am very proud of Caitlin's efforts to create a better, stronger community.

Caitlin is an outstanding young leader and is certain to continue to make a difference in the world around her. Her commitment to public service is an example for all ages of what it means to be a leader. I appreciate what she has done for all Tennesseans and am certain that this is just the beginning of many successes for this most impressive young woman. I ask my colleagues to join me in honoring her today.

INTRODUCTION OF THE AIRLINE
CUSTOMER SERVICE IMPROVE-
MENT ACT OF 2001

HON. J.C. WATTS, JR.

OF OKLAHOMA

IN THE HOUSE OF REPRESENTATIVES

Wednesday, May 9, 2001

Mr. WATTS of Oklahoma. Mr. Speaker, today I am introducing the Airline Customer Service Improvement Act. This legislation is designed to address many of the underlying problems that have led to the recent public frustration with the air travel industry.

On June 17, 1999, the Air Transport Association, the association representing most of the major air carriers, announced that each of these carriers would develop voluntary customer service plans to address the problems the industry is facing. This came in response to several pieces of legislation that had been introduced in the 106th Congress to address this situation.

However, on February 13, 2001, the Department of Transportation Office of the Inspector General released its final report analyzing the progress made by the airlines under their vol-

untary "Customer Service Commitment." The Inspector General's report concluded that, although progress had been made, there were still significant shortfalls. The report further pointed out that the Service Commitments did nothing to address the underlying problem of delays and cancellations.

When a customer purchases an airline ticket, there are obligations such as arriving on time, staying seated on the plane during take-off and obeying rules and regulations set by airlines. But the contract should be mutual. The passenger needs assurances that the airline lives up to the other end of the bargain.

This legislation directs the Secretary of Transportation to establish a uniform check-in deadline and requires airlines to disclose that deadline on their ticket jackets. It states there must be notification that involuntarily bumped passengers must be offered compensation before any offers are made to volunteers. The bill also requires prompt notification and truthful explanation of any flight delays, cancellations or diversions.

The Airline Customer Service Improvement Act requires more detailed and accurate information on mishandled baggage, including the establishment of a luggage tracking system and a toll free telephone number passengers can call to check on the status of their delayed luggage. It also requires that passengers who do not check luggage not be counted when calculating the rate of mishandled luggage.

This bill codifies common sense and common courtesy. If someone's flight is canceled, then that person should be called. Why should someone who owns an airline ticket be forced to pack up the car and drive to the airport on a wild goose chase?

Mr. Speaker, this legislation is urgently needed to address some of the underlying problems in the air travel industry as we move into the summer traveling season. I encourage my colleagues to take a look at this legislation and join me in co-sponsoring the Airline Customer Service Improvement Act.

IN HONOR OF OUR VETERANS

HON. CHRIS CANNON

OF UTAH

IN THE HOUSE OF REPRESENTATIVES

Wednesday, May 9, 2001

Mr. CANNON. Mr. Speaker, on Memorial Day, we remember those brave men and women who have given the ultimate sacrifice for the freedom and world stability that we now enjoy. Let us use this day to remember our ancestors, our family members, our loved ones, and our friends who have given their last full measure of devotion to our country.

As part of the ongoing celebration, I rise today to honor the Lehi American Legion of Utah as well as the Veterans of Foreign Wars. The veteran memorial they have constructed in the Third District of Utah, which I represent, is a fitting and proper way to honor those who have served.

The Lehi American Post 19 and their 88 members have designed a memorial wall which includes over 400 names of veterans that are buried in the Lehi cemetery. This memorial stands not only as a tribute to the deceased, but as a tribute to the ideals that American soldiers still embrace and defend today.

Many of us celebrate Memorial Day with parades, social gatherings, and barbeques, but let us not forget the silent pain of the widows, widowers, and orphans of our fallen dead. Let us not forget what Memorial Day is really all about: honoring America's fallen heroes. The Lehi American Legion's memorial honors over 400 such heroic veterans who have served since World War I. Its unique presentation is deserving of special attention.

Mr. Speaker, Memorial Day is a very special day to honor our veterans and current service men and women who contribute to our national defense. The people of Utah are eternally grateful to them and to their families for making such great sacrifices on our behalf.

TRIBUTE TO THE MONTGOMERY-
AUTAUGA-ELMORE MEDICAL AL-
LIANCE

HON. TERRY EVERETT

OF ALABAMA

IN THE HOUSE OF REPRESENTATIVES

Wednesday, May 9, 2001

Mr. EVERETT. Mr. Speaker, I wish to pay tribute to an outstanding community service organization in my congressional district that is committed to enhancing the medical care of our residents through vital health education and awareness campaigns.

The Montgomery-Autauga-Elmore Medical Alliance serves central Alabama and is comprised of spouses of the area's physicians and surgeons. The Alliance annually conducts a number of worthy projects benefiting the citizens of the community.

For example, members of the leadership of the Alliance assist local and State civic leaders as they participate in the Montgomery County Medical Society's Mini-Internship program for familiarization with the intricacies of the art, science, business and practice of Medicine.

Through the local Blood and Tissue Donors Day program, the Alliance performs a valuable role in helping to collect life-giving blood and cancer curing bone marrow.

Furthermore, through the charitable donation of the funds raised in the annual Physicians' Pheast to many local organizations and causes, the Alliance truly improves the health and the health awareness of the public at large.

I salute the Montgomery-Autauga-Elmore Medical Alliance for their dedication and service to the good health of the residents of Alabama.

TRIBUTE TO DR. FOSTER B. GIBBS

HON. JAMES A. BARCIA

OF MICHIGAN

IN THE HOUSE OF REPRESENTATIVES

Wednesday, May 9, 2001

Mr. BARCIA. Mr. Speaker, I rise today to pay tribute to Dr. Foster B. Gibbs upon his retirement after 23 years as Superintendent of the Saginaw Public Schools. Dr. Gibbs is a legend in education circles in Michigan and beyond. His storied career has spanned 42 years, all of them serving the needs of students in the Saginaw Public Schools system.

A native of Royal Oak, Michigan, Foster comes from a family of educators. His father,